

POLICY MEMORANDUM – KY-FD-PM-S-05-02

TO: Food Service Director/Administrator

FROM: Teresa Ulery, Branch Manager
Division of Food Distribution

DATE: July 26, 2004

SUBJECT: Commodity Complaint Hotline

This is to inform you of a new policy, effective July 1, 2004 for the 2004-2005 School Year, USDA is changing its protocol for managing commodity complaints.

Although the Commodity Complaint Hotline will remain available, USDA will begin transitioning to a new complaint procedure using the Electronic Commodity Ordering System (ECOS). This transition will enable our office to submit complaints directly into ECOS and to monitor their resolution. Beginning SY2005, USDA is requiring all complaints go through the State Office. Our office will be responsible for ensuring that all required shipping information is provided with the complaint prior to submission to the Commodity Complaint Team at the USDA level. We believe this will expedite the processing and resolution of commodity complaints.

We have updated the Commodity Complaint Form to an on-line form, which may be completed and emailed to Dan Flaherty at Dan.Flaherty@ky.gov

Should you have questions on completing the form or need further information, please call 502-573-0298 and contact Dan Flaherty ext 278 or myself ext 261 or by email.

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